

1 WHAT WE CLAIM IS:

2 1. A system for supporting the management of an integrated communications  
3 provider (ICP), said system comprising:  
4 a computer processor means for inputting and processing information necessary to the  
5 management of an ICP;  
6 wherein the computer processor further comprises a graphical user interface for  
7 displaying information or data entry prompting requests to a human operator;  
8 a pre-order management component comprising instructions for retrieving customer  
9 service records from telecommunication service providers and parsing said  
10 customer service records into reports containing equivalent ICP services;  
11 a gateway for transferring information to and receiving information from  
12 telecommunication service providers;  
13 a service management component comprising instructions for creating and tracking  
14 work plans;  
15 wherein said work plans comprise a work activity event for performing installation or  
16 troubleshooting of each sub-model component of a telecommunications service  
17 provided by the ICP to a customer;  
18 a circuit management component comprising instructions for creating a hierarchal list  
19 comprising ICP on-net circuit assignments and off-net circuit assignments;  
20 wherein said circuit management component further comprises instructions for  
21 creating a cutover work plan;  
22 wherein said circuit management component further comprises an automatic means of  
23 receiving requests from trading partners of the ICP;

1 wherein said requests from trading partners are either rejected or inserted into said  
2 hierarchal list;  
3 a design management component comprising instructions for automatically selecting  
4 a communications service model; decomposing said service model into sub-model  
5 components and creating a communications design therefrom and;  
6 wherein said design management component further comprises instructions for  
7 automatically issuing service requests to ICP trading partners.

8 2. The system of claim 1 wherein the customer service records are retrieved using  
9 electronic data exchange with said telecommunication service providers.

10 3. The system of claim 1 wherein the gateway conforms to order and billing forum  
11 requirements for electronic data exchange.

12 4. The system of claim 1 wherein the gateway comprises instructions for validation  
13 checking in conformance with local service ordering guidelines and access service  
14 ordering guidelines established by telecommunication service providers.

15 5. The system of claim 1 wherein the design management component further  
16 comprises an optimizing algorithm.

17 6. The system of claim 1 wherein the processor comprises a hosting processor means  
18 and a network connectivity means, said network connectivity means further  
19 comprising connectivity to a network selected from the group of networks  
20 including a local area network, the Internet, an intranet, a wireless network, a  
21 wireless local loop network, or a network comprised of combinations of local area  
22 networks, the Internet, intranets, wireless networks, and wireless local loop  
23 networks.

1 7. The system of claim 6 wherein the graphical user interface is displayed using  
2 hypertext markup language.

3 8. A system for managing sales proposals of an integrated communications provider  
4 (ICP), said system comprising:

5 a computer processor means for inputting and processing information necessary to the  
6 management of an ICP;

7 a gateway for transferring information to and receiving information from  
8 telecommunication service providers;

9 a pre-order management component comprising instructions for retrieving customer  
10 service records from telecommunication service providers and parsing said  
11 customer service records into reports containing equivalent ICP services;

12 a design management component comprising instructions for selecting a  
13 communications service model; decomposing said service model into sub-model  
14 components and creating a communication services sales proposal therefrom;

15 wherein subsequent versions of said sales proposal are automatically created  
16 subsequent to a request from a human operator for alternate communication  
17 service models;

18 wherein said design management component further comprises instructions for  
19 issuing service requests to ICP trading partners;

20 wherein such requests to ICP trading partners comprise requests for local service  
21 request, assignment of telephone number request, assignment of Internet protocol  
22 address, and requests for data broadband services;

1 wherein said design management component further comprises instructions for  
2 creating cutover reports subsequent to acceptance of a sales proposal by a  
3 customer;  
4 a service management component comprising instructions for creating and tracking  
5 work plans;  
6 wherein said work plans comprise a work activity event for performing installation or  
7 troubleshooting of each sub-model component of a telecommunications service  
8 provided by the ICP to a customer and;  
9 a circuit management component comprising instructions for creating a hierarchal list  
10 of ICP on-net circuit assignments.

11 9. The system of claim 8 wherein the customer service records are retrieved using  
12 electronic data exchange with said telecommunication service providers.

13 10. The system of claim 8 wherein the gateway conforms to order and billing forum  
14 requirements for electronic data exchange.

15 11. The system of claim 8 wherein the gateway comprises instructions for validation  
16 checking in conformance with local service ordering guidelines and access service  
17 ordering guidelines established by telecommunication service providers.

18 12. The system of claim 8 wherein the design management component further  
19 comprises an optimizing algorithm.

20 13. The system of claim 8 wherein the processor comprises a hosting processor means  
21 and a network connectivity means, said network connectivity means further  
22 comprising connectivity to a network selected from the group of networks  
23 including a local area network, the Internet, an intranet, a wireless network, a

wireless local loop network, or a network comprised of combinations of local area networks, the Internet, intranets, wireless networks, and wireless local loop networks.

14. The system of claim 13 wherein the graphical user interface is displayed using hypertext markup language.

15. A system for managing sales proposals of an integrated communications provider (ICP), comprising:

a computer processor means for inputting and processing information necessary to the management of an ICP;

a gateway for transferring information to and receiving information from telecommunication service providers;

a pre-order management component comprising instructions for retrieving customer service records from telecommunication service providers and parsing said customer service records into reports containing equivalent ICP services;

a design management component comprising instructions for selecting a communications service model; decomposing said service model into sub-model components and creating a communication services sales proposal therefrom;

wherein subsequent versions of said sales proposal are automatically created subsequent to a request from a human operator for alternate communication service models.

16. The system of claim 15 wherein the design management component further comprises instructions for compiling sales proposals from multiple customer locations into a single consolidated sales proposal.

16. The system of claim 15 wherein the created sales proposals comprise a comparison between existing communication services and ICP provided services.
17. The system of claim 15 wherein the customer service records are retrieved using electronic data exchange with said telecommunication service providers.
18. The system of claim 15 wherein the gateway conforms to order and billing forum requirements for electronic data exchange.
19. The system of claim 15 wherein the gateway comprises instructions for validation checking in conformance with local service ordering guidelines and access service ordering guidelines established by telecommunication service providers.
20. The system of claim 15 wherein the design management component further comprises an optimizing algorithm.
21. The system of claim 15 wherein the processor comprises a hosting processor means and a network connectivity means, said network connectivity means further comprising connectivity to a network selected from the group of networks including a local area network, the Internet, an intranet, a wireless network, a wireless local loop network, or a network comprised of combinations of local area networks, the Internet, intranets, wireless networks, and wireless local loop networks.
22. The system of claim 21 wherein the graphical user interface is displayed using hypertext markup language.